GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA

UNSTARRED QUESTION NO:4321
ANSWERED ON:12.12.2016
Norms for Processing of EPFO Claims
Chavan Shri Ashok Shankarrao;Gaikwad Dr. Sunil Baliram;Gupta Shri Sudheer;Khadse Smt. Raksha Nikhil;Mahato Shri Bidyut Baran;Patole Shri Nanabhau Falgunrao;S.R. Shri Vijay Kumar;Singh Shri Kunwar Haribansh

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

(a)the detail of the norms prescribed for processing death and retirement claims by Employees" Provident Fund Organisation (EPFO);
(b)whether the Government proposes to reduce the period of settlement of death claims to 7 days and to settle the retirement claims before a worker retires from the job;
(c)if so, the details thereof and the time by which it is likely to be implemented;
(d) whether the Government has made it mandatory to use Internet banking as the mode of receipt of EPF dues and if so, the details thereof along with the further steps taken to increase the use of internet banking for EPFO members; and
(e)whether a Memorandum of Understanding (MoU) has been signed
between EPFO and CSE e-Governance Service India Limited to expand the reach of convenience to EPF members and if so, the details thereof along with the terms and conditions of the said agreement?

Answer

MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT
(SHRI BANDARU DATTATREYA)

(a) to (c): The time limit for settlement of claims complete in all respects submitted along with the requisite documents has been reduced from 30 days to 20 days with effect from 02.07.2015. The claims are to be settled as envisaged in the Employees' Provident Funds (EPF) Scheme, 1952, Employees' Pension Scheme (EPS), 1995 and Employees' Deposit-Linked Insurance (EDLI) Scheme, 1976 framed under the Employees' Provident Funds & Miscellaneous Provisions (EPF & MP) Act, 1952.
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Instructions have been issued by Employees' Provident Fund Organization (EPFO) to settle death case claim within 7 days. Similarly, for payment of Provident Fund (PF) and pension on the date of retirement, instructions have been issued by EPFO.

(d): Payment of Employees' Provident Fund (EPF) contributions by employers has been made mandatory through internet banking vide notification No. G.S.R. 360 (E) dated 5th May, 2015.
(e): A Memorandum of Understanding (MoU) has been signed between EPFO and CSE e-Governance Service India Limited for the delivery of services through Common Service Centre (CSC) for a period of 5 years.
The services, inter alia, include Digital Life Certificate for Pensioners, Universal Account Number (UAN) card related services and Online claim related services etc. using the CSC network.

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